

**To:** Ostrander, David[Ostrander.David@epa.gov]  
**Cc:** Hestmark, Martin[Hestmark.Martin@epa.gov]; Williams, Laura[williams.laura@epa.gov]; Stavnes, Sandra[Stavnes.Sandra@epa.gov]  
**From:** Atencio, Kathie  
**Sent:** Fri 8/28/2015 5:50:54 PM  
**Subject:** RE: public hotline for Gold King Mine release incident

Hi David,

That is fine, I will talk to her about doing it for now. She was curious if this starts today over the weekend or when exactly? Also, David, when you get back perhaps we can talk about who might be the best fit since Rebecca tells me most of the questions coming in are related to the well sampling we did and she just refers them back over to UC there in Durango.

David, I'm assuming you will let Brooke know as per Martin's earlier email. If you need me to follow up with Brooke, please let me know.

Thanks,

Kathie

**From:** Ostrander, David  
**Sent:** Friday, August 28, 2015 11:09 AM  
**To:** Atencio, Kathie  
**Cc:** Hestmark, Martin; Williams, Laura; Stavnes, Sandra  
**Subject:** Re: public hotline for Gold King Mine release incident

Please have Rebecca cover in the short term until we find someone. There are only a few calls to cover and shouldn't take too much to time. I understand your concerns about work load but this is priority. Thanks

Sent from my iPhone

On Aug 28, 2015, at 10:52 AM, Atencio, Kathie <[Atencio.Kathie@epa.gov](mailto:Atencio.Kathie@epa.gov)> wrote:

Hi all,

I'm here today and just want to reiterate what I said before which was: *it would be good to know what the workload is since we have a very busy schedule coming up in September for a number of conferences, meetings, and workshops we are committed to do under the EO*

*work where Rebecca is essential. She can probably do both, but not knowing what the full extent of the work is for the call center, I'm hesitant to say for sure. Is there any more details on this and would it make sense for one of our PIOs to do this instead?*

However, understanding that this is more of a priority for the Region than some of our EO 13650 work, I will adjust her workload if necessary and we'll cover her if we need to for presentations/outreach sessions with either myself or someone else in the Unit. It would be great if we can train a backup outside of my Unit if possible, since folks are already at max with work at this point. Maybe we can talk sometime next week if one of our trained PIOs in the region can help.

Thanks

Kathie

**From:** Hestmark, Martin  
**Sent:** Friday, August 28, 2015 10:48 AM  
**To:** Ostrander, David  
**Cc:** Williams, Laura; Atencio, Kathie; Stavnes, Sandra  
**Subject:** RE: public hotline for Gold King Mine release incident

Probably ought to coordinate with Kathie and Rebecca and then let Brooke know.

**From:** Ostrander, David  
**Sent:** Friday, August 28, 2015 10:47 AM  
**To:** Hestmark, Martin  
**Cc:** Williams, Laura; Atencio, Kathie; Stavnes, Sandra  
**Subject:** Re: public hotline for Gold King Mine release incident

Rebecca is my first choice and if we can find and train a backup is needed.

Sent from my iPhone

On Aug 28, 2015, at 10:45 AM, Hestmark, Martin <[Hestmark.Martin@epa.gov](mailto:Hestmark.Martin@epa.gov)> wrote:

We/I had thought Rebecca B. Your thoughts?

**From:** Hanson, Brooke  
**Sent:** Thursday, August 27, 2015 10:08 AM  
**To:** Edlund, Carl; Manzanilla, Enrique; Hestmark, Martin  
**Cc:** Grantham, Nancy; Gray, David  
**Subject:** RE: public hotline for Gold King Mine release incident

I've adjusted the call script for the contractor, as noted below. I think I still need a R8 contact for the hotline; my apologies if I have missed an email.

## Other

If the call center staff is unable to answer the questions asked, the caller should be routed based on the location they inquire about as follows:

- Colorado or Utah: EPA Region 8 staff
- Southern Ute Tribe: Southern Ute Tribe Hotline 970-563-5025
- New Mexico: EPA Region 6 staff: Please let Zana Halliday know that a follow-up question requires attention at 800-533-3508 or [halliday.zana@epa.gov](mailto:halliday.zana@epa.gov).
- Arizona, California, Navajo, Lake Powell: EPA Region 9 Staff: Please let Clancy Tenley ([tenley.clancy@epa.gov](mailto:tenley.clancy@epa.gov)), Dan Meer ([meer.daniel@epa.gov](mailto:meer.daniel@epa.gov)) and David Yogi ([yogi.david@epa.gov](mailto:yogi.david@epa.gov)) know that a follow-up question requires attention.
- All other areas: EPA HQ EOC 202-564-3850

**From:** Hanson, Brooke  
**Sent:** Tuesday, August 25, 2015 7:04 PM  
**To:** Edlund, Carl; Manzanilla, Enrique; Hestmark, Martin  
**Cc:** Grantham, Nancy; Gray, David

**Subject:** public hotline for Gold King Mine release incident

Carl, Enrique, Martin,

I am coordinating EPA's public hotline for the Gold King Mine release incident in Durango. SRA, a contractor managed out of HQ, is now answering/responding to as many calls as possible using a script developed by Area Command and approved through headquarters. However, we need a contact in R6, R8, and R9 who can follow-up, as appropriate, on public calls from the respective regions where SRA is unable to respond. The hotline is scheduled to be available to the public for the next two years, although we do not anticipate a large call volume.

Can you please send me a contact from each of your regions who can respond to the outstanding calls? I can provide access to the SharePoint call log that R6 set up, so everyone can check the log, respond as needed, and close out the requests in the log. To facilitate this, I will ask SRA to highlight calls needing regional follow-up as we move forward.

Many thanks,

Brooke

Brooke Hanson

Communications Director

Office of the Chief Financial Officer

U.S. Environmental Protection Agency

(202) 564-0037